



## **SYSTEMS INFORMATION OFFICER, CHIEF**

### **Characteristics of Work**

Positions in the IT Management family are responsible for the overall management and supervision of a staff of technical and support personnel who provide IT services. These roles may be found within an Agency or in a unit of ITS. They are differentiated from the various "Lead" roles in the IT Career Model in that their focus is on broader management issues including planning, organizing, and integrating the functions that report to them.

The Chief Systems Information Officer classification includes positions with responsibility for overall executive management of an extremely large and complex information technology organization in an agency within the state. This role includes management of applications development and systems delivery, operations, quality assurance, resource and hardware management, network administration and support, procurement, and contract administration and management. The incumbent typically reports directly to the agency Executive Director and also has responsibility for ensuring that the information technology functions adequately support the agency's overall mission and strategic business plan. The Chief Systems Information Officer differs from the Systems Manager III in the size, scope, and complexity of the IT organization supported.

### **Examples of Work**

Examples of work performed in this classification include, but are not limited to, the following:

Oversees system delivery and technical support for agency users which includes oversight of system performance.

Sets the agency's technical direction, ensuring the agency has hardware, software, and personnel resources required. Provides work direction and prioritizes work for technology staff within the agency.

Establishes and enforces technology standards and procedures for the agency.

Plans large-scale technology projects involving many users at different locations.

Acts as the chief advisor on all development projects regarding technology and negotiates contracts and administration for the life of the project.

Responsible for personnel recruitment of technology personnel. Conducts review and feedback sessions and annual performance reviews for staff including preparation of professional development plans for each employee.

Prepares budget to adequately provide technology services for the agency supported, maintains and tracks expenditures.

Acts as an advisor on technology issues for the agency and collaborates with ITS staff when necessary. Acts as the information technology representative for the agency.

Stays abreast of emerging technologies and assesses their potential for use within the agency depending on customer needs and resources.

Troubleshoots and resolves complex customer problems/issues when necessary.

Recommends improvements and enhancements for the agency's technology infrastructure.

Participates in inter-agency technology initiatives and groups, such as ISPC, ITPDC, inter-agency task forces, etc.

Performs related or similar duties as required or assigned.

### **Essential Functions**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Ensures that the information technology system is maintained and up-to-date.
2. Acts as chief advisor over projects and enforces policies and procedures.
3. Acts as an advocate and assists customers with problems.

### **Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Accommodation:** Ability to adjust focus.

**Color Vision:** Ability to identify colors.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

**Experience/Educational Requirements:**

**Education:**

A Bachelor's Degree from an accredited four-year college or university in computer science, data processing, business information systems, or a related field;

**AND**

**Experience:**

Ten (10) years of directly related experience in a similar technical environment with a minimum of four (4) years in a project management, team management or other management role.

**OR**

**Education:**

An Associate's Degree from an accredited two-year college in computer science, data processing, business information systems, or a directly related field;

**AND**

**Experience:**

Twelve (12) years of directly related experience with a minimum of four (4) years in a project management, team management or other management role;

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Fourteen (14) years of directly related experience with a minimum of four (4) years in a project management, team management or other management role.

**Substitution Statement:**

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) certificate based on successful completion may be substituted for one (1) year of the required experience (certificate must be attached).

**Interview Requirements**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.